



DAVID E. JANSSEN  
Chief Administrative Officer

County of Los Angeles  
**CHIEF ADMINISTRATIVE OFFICE**

713 KENNETH HAHN HALL OF ADMINISTRATION • LOS ANGELES, CALIFORNIA 90012  
(213) 974-1101

*hammond*

July 25, 2001

Board of Supervisors

GLORIA MOLINA  
First District

YVONNE BRATHWAITE BURKE  
Second District

ZEV YAROSLAVSKY  
Third District

DON KNABE  
Fourth District

MICHAEL D. ANTONOVICH  
Fifth District

To: Supervisor Michael D. Antonovich, Mayor  
Supervisor Gloria Molina  
Supervisor Yvonne Brathwaite Burke  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe

From: David E. Janssen  
Chief Administrative Officer

**JULY 10, 2001 PUBLIC COMMENTS OF STEPHEN JENSEN**

During public comments at the July 10, 2001 Board of Supervisors' meeting, Mr. Stephen Jensen addressed the Board and lodged complaints that the Department of Public Social Services (DPSS) had erroneously terminated his General Relief and Food Stamps benefits. It was Mr. Jensen's contention that his benefits should be reinstated and that benefits for the month of May and July should be issued. Your Board referred his concerns to my office for resolution.

My staff worked with DPSS to determine if Mr. Jensen was entitled to retroactive and ongoing benefits. As indicated in the attached memo to Each Supervisor, DPSS has reviewed Mr. Jensen's case and determined that he is entitled to both retroactive and ongoing benefits. In addition, the Department has assisted him in negotiating these benefits, issued him permanent identification cards, and corrected his case status to ensure he is approved for ongoing benefits.

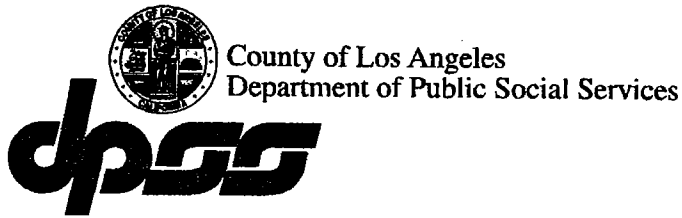
If you have any questions or need additional information, please call me, or your staff may contact Paul Croney of my staff at (213) 974-1318.

DEJ:SRK  
PDC:tld

Attachments

c: Executive Officer, Board of Supervisors  
Interim Director, Public Social Services





Steven J. Golightly  
Interim Director

July 17, 2001

**TO:** Each Supervisor

**FROM:** Steven J. Golightly, Interim Director

**SUBJECT: BOARD OF SUPERVISORS: REFERRAL (SUPERVISOR  
ANTONOVICH) DOCUMENTS FROM MR. STEPHEN JENSEN**

This is in response to the complaint from Mr. Stephen Jensen at last week's Board Meeting regarding the Lancaster DPSS office. He expressed concerns over the reinstatement of his benefits and the issuance of yellow and green cards.

Mr. Jensen is a disabled GR participant. Prior to his case being converted to LEADER, his disability status was not properly coded as permanent. In March 2001, Mr. Jensen sent a letter to Supervisor Antonovich complaining about his benefits, I replied on April 18, 2001 (copies attached). However, since Mr. Jensen is homeless, all his correspondence is sent to the District Office where he routinely retrieves it. To our knowledge he picked up my response at that time.

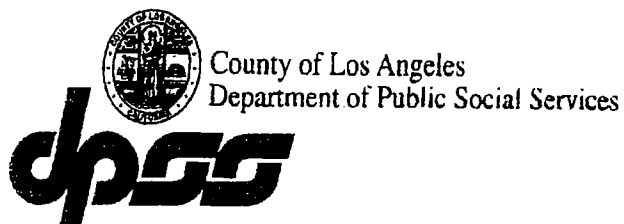
On July 11, 2001, the permanent disability correction was made and benefits were issued for the month of May and July. His June benefits were negotiated with a temporary card that month. Permanent ID cards were available for pick up at the District Office. Mr. Jensen was contacted on the evening of July 11 and given an appointment to go into the office on July 12 at 12:30 p.m. He was issued his permanent cards and he negotiated his May and July benefits on July 13, 2001. Deputy District Director Sharon Brown spoke with him and apologized for the delay and confusion with his case. He had no further concerns at that time.

Mr. Jensen's case is approved and on-going. He has permanent ID cards in his possession and will be able to negotiate future benefits on the 6<sup>th</sup> of each month. The Department's position with regards to courtesy has been reiterated to both the Eligibility Worker and the Supervisor.

SJG:pg

Attachments

c: Chief Administrative Officer  
Executive Officer, Board of Supervisors



Steven J. Golightly  
Interim Director

April 18, 2001

Stephen Jensen  
Lancaster District Office  
349-B E. Avenue K-6  
Lancaster, California 93535

Dear Mr. Jensen:

This is in response to your recent letter to Michael D. Antonovich, Mayor of Los Angeles County, which he forwarded to the Department of Public Social Services for review and response directly to you. In your letter, you express concern regarding your General Relief (GR) benefits from December 2000 through March 2001, and your Food Stamp benefits from January 2001 through March 2001, which have not been available.

Sharon Brown, Human Services Administrator I, thoroughly reviewed your case record, and found that we failed to convert your records to our computer system. Corrective action has been taken, and December through March GR benefits in the amount of \$221 for each month are available for pick up at your local issuance outlet. Food Stamp benefits in the amount of \$103 for February and March are also available. April 6 computer records indicate that these benefits have been picked up at this time. Continuing benefits for both programs, for the month of April, are available on your regular pick up day, April 6.

On March 29 and April 2, Sue Cook, Customer Service Representative telephoned you regarding this matter, and found that you need a Temporary Identification Card (TIC), with your new case number, in order to pick up benefits. Ms. Cook contacted Ms. Brown to advise her, and a card was issued immediately. You picked up your TIC at the District office and negotiated your benefits on April 6. Please negotiate your benefits promptly, to avoid their expiration on April 30, 2001. Since you are homeless, please also be reminded to follow the homeless mail procedure, which is to pick up your mail at the District office on a weekly basis.

Stephen Jensen

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April 18, 2001

I truly apologize for the inconvenience you experienced due to the delay in your receipt of benefits. I would like to assure you that it is the policy of this Department that all staff treat applicants and participants with courtesy and respect, and to respond in an accurate and timely manner to their inquiries and concerns. I have reinforced with all my staff the Department's expectation that policies in these priority areas be carefully followed.

I hope that this information will be helpful to you. If you have questions, or we may be of further service, please contact Mauricio Medina, Eligibility Worker (EW), at (661) 723-4202 during his telephone hours, 9 to 11 a.m., Monday through Friday. Ms. Brown is available at (661) 723-4002, and Ms. Cook may be reached at (562) 623-2199.

Very truly yours,



Steven J. Golightly  
Interim Director

SJG:sc

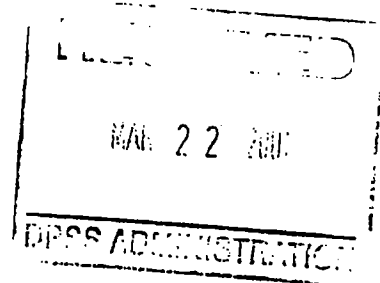
c: Sherry Lasagna  
Antelope Valley Field Office



# Board of Supervisors County of Los Angeles

MICHAEL D. ANTONOVICH  
MAYOR

March 20, 2001



Mr. Stephen Jensen  
P.O. Box 412  
Lancaster, CA 93584

Dear Mr. Jensen:

Thank you for your recent letter regarding your General Relief.

By copy of this letter, I am asking that Ms. Lynn Bayer, Director of the Department of Public Social Services, look into your concerns and respond directly to you, with a copy of her response to my Antelope Valley field office for review.

Again, thank you for writing.

Sincerely,

MICHAEL D. ANTONOVICH  
Mayor, Los Angeles County

MDA:slz

c: Ms. Lynn Bayer  
Department of Public Social Services

PLEASE RESPOND TO:

SHERRY LASAGNA  
ANTELOPE VALLEY FIELD OFFICE  
1113 W. AVE., M-4, SUITE A  
PALMDALE, CA 93551

To: Supervisor Michael D. Antonovich  
 From: Mrs. Stephen Jensen (case number 768856) 3/13/01  
 Subject: General Relief Checks & Food Stamps

Since Dec 2000 I have not received my General Relief Checks. The following months Dec 2000, Jan 2001, Feb 2001, and on Mar 8 there were no fund in my General Relief account.

I did not receive my Food Stamps in the last two months; however, I noticed that when my white was passed thru the cash register the light went but the ladies at the AV check cashing office in Lancaster didn't put a Form FS-59 in the printer. They told on three (3) times in Feb and on Mar 8, 2001 nothing was there.

I called your aide in the Palmdale office (Christine) she referred me to the trouble line which I called. I saw worker G-12 Mr. Medina the latino with a mustache & glasses. There according to another worker at front area of DPSS form (4) Mr. Medina in DPSS Lancaster. When I saw Mr. Medina he had me fill out another CA-7 for Nov. making that total of three CA-7's for that month one preprinted two old CA-7's.

My telephone message number Tues. & Friday is (661) 945-752.

My telephone message number Mon, Weir, Thur 2 A.M. to 12 is (661) 942-3222 (over)

In Feb I received a CA-7 for Dec 2000 and a CA-7 for Jan 2001 with bar codes on them. When my mail on Mar 5 there wasn't a preprinted CA-7 so, I filled out an old CA-7 and a quick drop envelope.

When I was at the Veterans outpatient Clinic in downtown Los Angeles I called your office on Jan 5 & Jan 19 I was referred to and transferred to Jimmie again I asked to speak to you both times. When I called on the 19 of Jan I spoke with Sandra to try and resolve the problem. The problem of no General Relief Check or Food Stamps hasn't been resolved.

I am not able to work I have high blood pressure, high cholesterol, and back problems. I am taking atinorol for hypertension. I also have heart condition I carry nitroglycerine tablets with me.

I need food stamps to eat a diet of fruit twice a day & three to five servings of vegetables. I need my clothes to clothing, underwear, socks, shirts & shoes. Also to do laundry. Buy my tickets on the metro line (\$15.00) bus fare at (\$1.10) each way.

Sincerely yours  
Stephen Green